

RAC Accident Care Certificate

As part of your RAC rescue membership, you also get an end to end accident care service that you may not receive from your insurer, so make us your first call.

What to do in the event of an accident

1 Do you need the Emergency Services?
If urgent medical attention is required or the road is blocked or damaged call 999 immediately.

2 Call RAC Accident Care on
0333 202 2973*

Help at the scene

Our trained advisors will provide advice and assistance over the telephone, including:

- Arranging the recovery of your vehicle³
- Help organising the repair of your vehicle if needed
- Passing on any urgent messages to family, friends or colleagues
- Advising you on your legal position

3 Incident details

Date and time _____
Location _____
Other details _____

4 Exchange details with drivers and witnesses

Other driver involved

Name _____
Vehicle Registration number _____
Insurer _____

Witness 1

Name _____
Telephone number _____
Address _____

Witness 2

Name _____
Telephone number _____
Address _____

Make us your first call after an accident, and we'll take the strain.
We'll provide:



Replacement vehicle
We'll provide you with a replacement vehicle for the duration of your repair - guaranteed¹



Quality repairs
RAC Approved Bodyshops use only genuine manufacturer parts and carry out repairs to the BSI Kitemark standard.



Free vehicle collection
We'll collect your vehicle for free and deliver it back to you once it's repaired²



3 year warranty
Fully underwritten 3 year repair warranty²

Not all insurers offer you this, so call us first. Save 0333 202 2973* to your mobile.

¹ If the accident is not your fault, replacement vehicle charges will be recovered from the other party at Association of British Insurers (ABI) approved rates. Provision of a replacement car is subject to using the RAC Approved Bodyshops and satisfying the hire criteria of the replacement car provider's terms and conditions. For example, a replacement vehicle may not be guaranteed if you have an automatic licence and there is no automatic car available. ² When you use the RAC Approved Bodyshops. ³ Wherever possible, the RAC will recover the cost of the recovery from your insurer or 3rd party insurer. If this is not possible, you will be asked to pay for recovery.

*RAC Accident Helpline is operated by Quindell Legal Services Limited who are authorised and regulated by the Solicitors Regulation Authority. Lines open 24/7, 365 days a year. Calls may be recorded and/or monitored. 0333 numbers are mobile friendly, charged as national call rates and usually included in inclusive minute plans.

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